

WHAT IS CLAIMED IS:

1. 1. A method for managing customer and product information over a network using a multi-functional management tool, comprising:
 3. generating a customer database including customer records, wherein each customer record tracks a customer;
 5. generating a product database including product records, wherein each product record tracks a product;
 7. updating the customer database from information received from the customer to add or modify a specific customer record indicating customer contact and product purchase information about the customer;
 10. updating the product database from information received from a client to add or modify a specific product record indicating product and inventory information about the product; and
 13. providing product and customer record information in the database to a requesting client representative.
1. 2. The method of claim 1, wherein the requesting client representative is a member of a set of client representatives comprising a client, a repair facility representative, a call center representative, and a warehouse representative.
1. 3. The method of claim 1, further comprising:
 2. transmitting over the network an input page in which the client representative enters data to update the customer database.
1. 4. The method of claim 1, further comprising:
 2. transmitting over the network an input page in which the client representative enters search information to request customer record information from the customer database;

5 receiving the input page transmitted by the client representative including a
6 request for customer record information;
7 generating an information page including customer record information for the
8 customer record specified in the received input page; and
9 transmitting the information page to the requesting client representative over
10 the network.

1 5. The method of claim 1, further comprising:
2 transmitting over the network an input page in which the client representative
3 enters data to update the product database.

1 6. The method of claim 1, further comprising:
2 transmitting over the network an input page in which the client representative
3 enters information to request product record information from the product database;
4 receiving the input page transmitted by the client representative including a
5 request for product record information;
6 generating an information page including product record information for the
7 product record specified in the received input page; and
8 transmitting the information page to the requesting client representative over
9 the network.

1 7. The method of claim 1, further comprising:
2 tracking information about each contact with the customer;
3 providing problem and solution codes to be selected by the client
4 representative; and
5 recording any additions or modifications in either the customer or product
6 record.

1 8. The method of claim 7, wherein the contact with the customer is by e-
2 mail.

1 9. The method of claim 1, further comprising:
2 interlinking with a front-end GUI to display the product image and
3 information over the network;
4 processing a payment for a purchase of the product or an extended warranty
5 from the information stored in the customer record;
6 updating the customer and product records to account for the purchase of the
7 product; and
8 updating the customer record to account for the purchase of the extended
9 warranty.

1 10. The method of claim 1, further comprising:
2 sending a notification when the number of products reaches a preset number
3 stored in the product record; and
4 recording order information for the order of additional products from a
5 supplier.

1 11. The method of claim 1, further comprising:
2 producing a printable sheet with a bar code identifying a returned product.

1 12. The method of claim 9, further comprising:
2 producing a printable sheet with information on the purchase of the product.

1 13. The method of claim 1, further comprising:
2 producing a report based on information from the customer and product
3 records.

1 14. The method of claim 1, further comprising:
2 interlinking a third party shipping software with the product database;
3 updating the product database from information received from the third party
4 shipping software to add or modify a specific product record indicating shipping
5 information about the product.

1 15. A system for managing customer and product information over a
2 network using a multi-functional management tool, comprising:
3 means for generating a customer database including customer records, wherein
4 each customer record tracks a customer;
5 means for generating a product database including product records, wherein
6 each product record tracks a product;
7 means for updating the customer database from information received from the
8 customer to add or modify a specific customer record indicating customer contact and
9 product purchase information about the customer;
10 means for updating the product database from information received from a
11 client to add or modify a specific product record indicating product and inventory
12 information about the product; and
13 means for providing product and customer record information in the database
14 to a requesting client representative.

1 16. The system of claim 15, wherein the requesting client representative is
2 a member of a set of client representatives comprising a client, a repair facility
3 representative, a call center representative, and a warehouse representative.

1 17. The system of claim 15, further comprising:
2 means for transmitting over the network an input page in which the client
3 representative enters data to update the customer database.

1 18. The system of claim 15, further comprising:
2 means for transmitting over the network an input page in which the client
3 representative enters search information to request customer record information from
4 the customer database;
5 means for receiving the input page transmitted by the client representative
6 including a request for customer record information;
7 means for generating an information page including customer record
8 information for the customer record specified in the received input page; and
9 means for transmitting the information page to the requesting client
10 representative over the network.

1 19. The system of claim 15, further comprising:
2 means for transmitting over the network an input page in which the client
3 representative enters data to update the product database.

1 20. The system of claim 15, further comprising:
2 means for transmitting over the network an input page in which the client
3 representative enters information to request product record information from the
4 product database;
5 means for receiving the input page transmitted by the client representative
6 including a request for product record information;
7 means for generating an information page including product record
8 information for the product record specified in the received input page; and
9 means for transmitting the information page to the requesting client
10 representative over the network.

1 21. The system of claim 15, further comprising:
2 means for tracking information about each contact with the customer;
3 means for providing problem and solution codes to be selected by the client
4 representative; and
5 means for recording any additions or modifications in either the customer or
product record.

1 22. The system of claim 20, wherein the contact with the customer is by e-
2 mail.

1 23. The system of claim 15, further comprising:
2 means for interlinking with a front-end GUI to display the product image and
3 information over the network;
4 means for processing a payment for a purchase of the product or an extended
5 warranty from the information stored in the customer record;
6 means for updating the customer and product records to account for the
7 purchase of the product; and
8 means for updating the customer record to account for the purchase of the
9 extended warranty.

1 24. The system of claim 15, further comprising:
2 means for sending a notification when the number of products reaches a preset
3 number stored in the product record; and
4 means for recording order information for the order of additional products
5 from a supplier.

1 25. The system of claim 15, further comprising:
2 means for producing a printable sheet with a bar code identifying a returned
3 product.

1 26. The system of claim 23, further comprising:
2 means for producing a printable sheet with information on the purchase of the
3 product.

1 27. The system of claim 15, further comprising:
2 means for producing a report based on information from the customer and
3 product records.

1 28. The system of claim 15, further comprising:
2 means for interlinking a third party shipping software with the product
3 database;
4 means for updating the product database from information received from the
5 third party shipping software to add or modify a specific product record indicating
6 shipping information about the product.

1 29. A program for managing customer and product information over a
2 network using a multi-functional management tool comprising a computer usable
3 media including at least one computer program embedded therein that is capable or
4 causing at least one computer to perform:
5 generating a customer database including customer records, wherein each
6 customer record tracks a customer;
7 generating a product database including product records, wherein each product
8 record tracks a product;
9 updating the customer database from information received from the customer
10 to add or modify a specific customer record indicating customer contact and product
11 purchase information about the customer;

12 updating the product database from information received from a client to add
13 or modify a specific product record indicating product and inventory information
14 about the product; and
15 providing product and customer record information in the database to a
16 requesting client representative.

1 30. The program of claim 29, wherein the requesting client representative
2 is a member of a set of client representatives comprising a client, a repair facility
3 representative, a call center representative, and a warehouse representative.

1 31. The program of claim 29, further performing:
2 transmitting over the network an input page in which the client representative
3 enters data to update the customer database.

1 32. The program of claim 29, further performing:
2 transmitting over the network an input page in which the client representative
3 enters search information to request customer record information from the customer
4 database;
5 receiving the input page transmitted by the client representative including a
6 request for customer record information;
7 generating an information page including customer record information for the
8 customer record specified in the received input page; and
9 transmitting the information page to the requesting client representative over
10 the network.

1 33. The program of claim 29, further performing:
2 transmitting over the network an input page in which the client representative
3 enters data to update the product database.

1 34. The program of claim 29, further performing:
2 transmitting over the network an input page in which the client representative
3 enters information to request product record information from the product database;
4 receiving the input page transmitted by the client representative including a
5 request for product record information;
6 generating an information page including product record information for the
7 product record specified in the received input page; and
8 transmitting the information page to the requesting client representative over
9 the network.

1 35. The program of claim 29, further performing:
2 tracking information about each contact with the customer;
3 providing problem and solution codes to be selected by the client
4 representative; and
5 recording any additions or modifications in either the customer or product
6 record.

1 36. The program of claim 33, wherein the contact with the customer is by
2 e-mail.

1 37. The program of claim 29, further performing:
2 interlinking with a front-end GUI to display the product image and
3 information over the network;
4 processing a payment for a purchase of the product or an extended warranty
5 from the information stored in the customer record;
6 updating the customer and product records to account for the purchase of the
7 product; and

8 updating the customer record to account for the purchase of the extended
9 warranty.

1 38. The program of claim 29, further performing:
2 sending a notification when the number of products reaches a preset number
3 stored in the product record; and
4 recording order information for the order of additional products from a
5 supplier.

1 39. The program of claim 29, further performing:
2 producing a printable sheet with a bar code identifying a returned product.

1 40. The program of claim 37, further performing:
2 producing a printable sheet with information on the purchase of the product.

1 41. The program of claim 29, further performing:
2 producing a report based on information from the customer and product
3 records.

1 42. The program of claim 29, further performing:
2 interlinking a third party shipping software with the product database; and
3 updating the product database from information received from the third party
4 shipping software to add or modify a specific product record indicating shipping
5 information about the product.